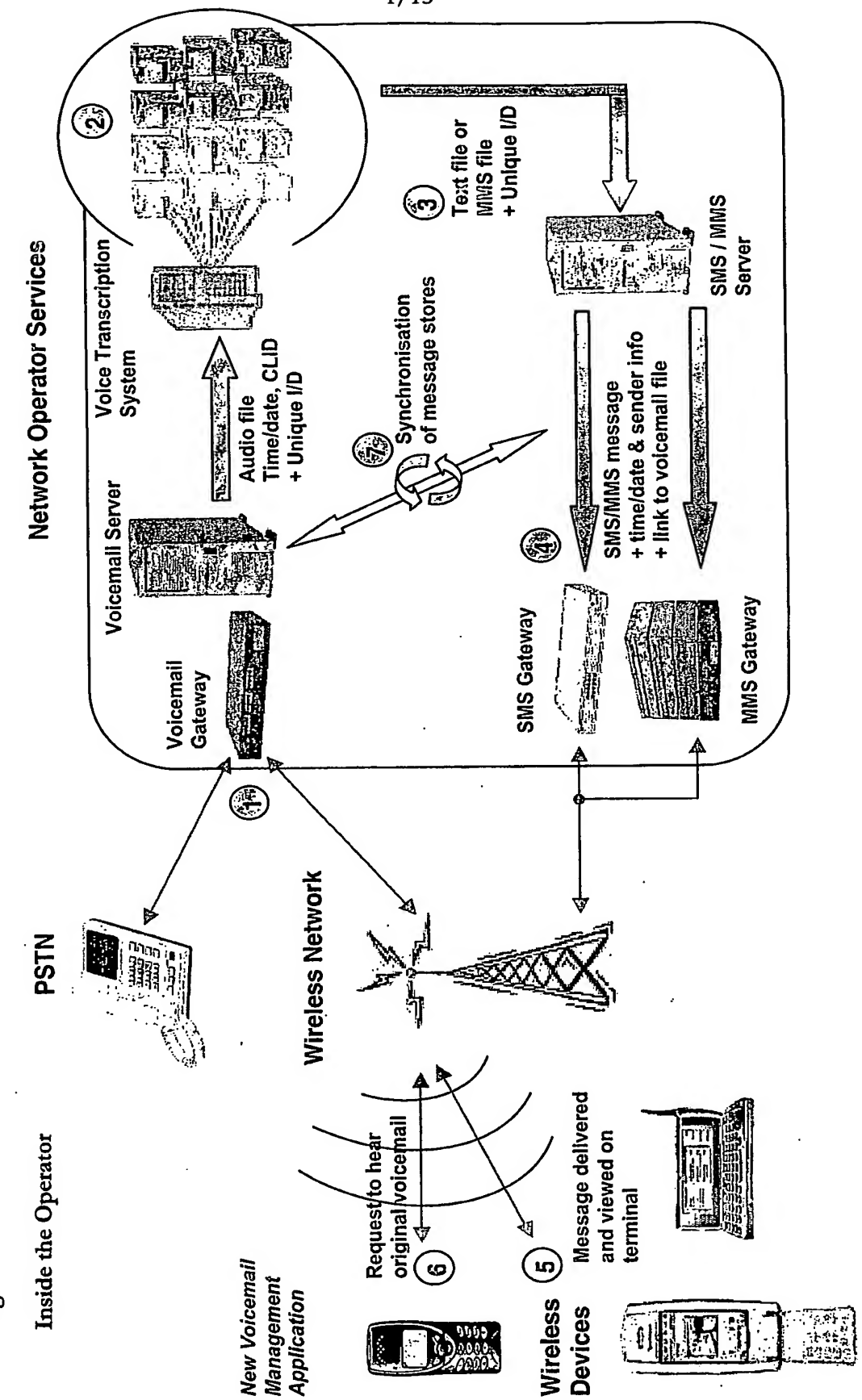



Figure 1

Inside the Operator

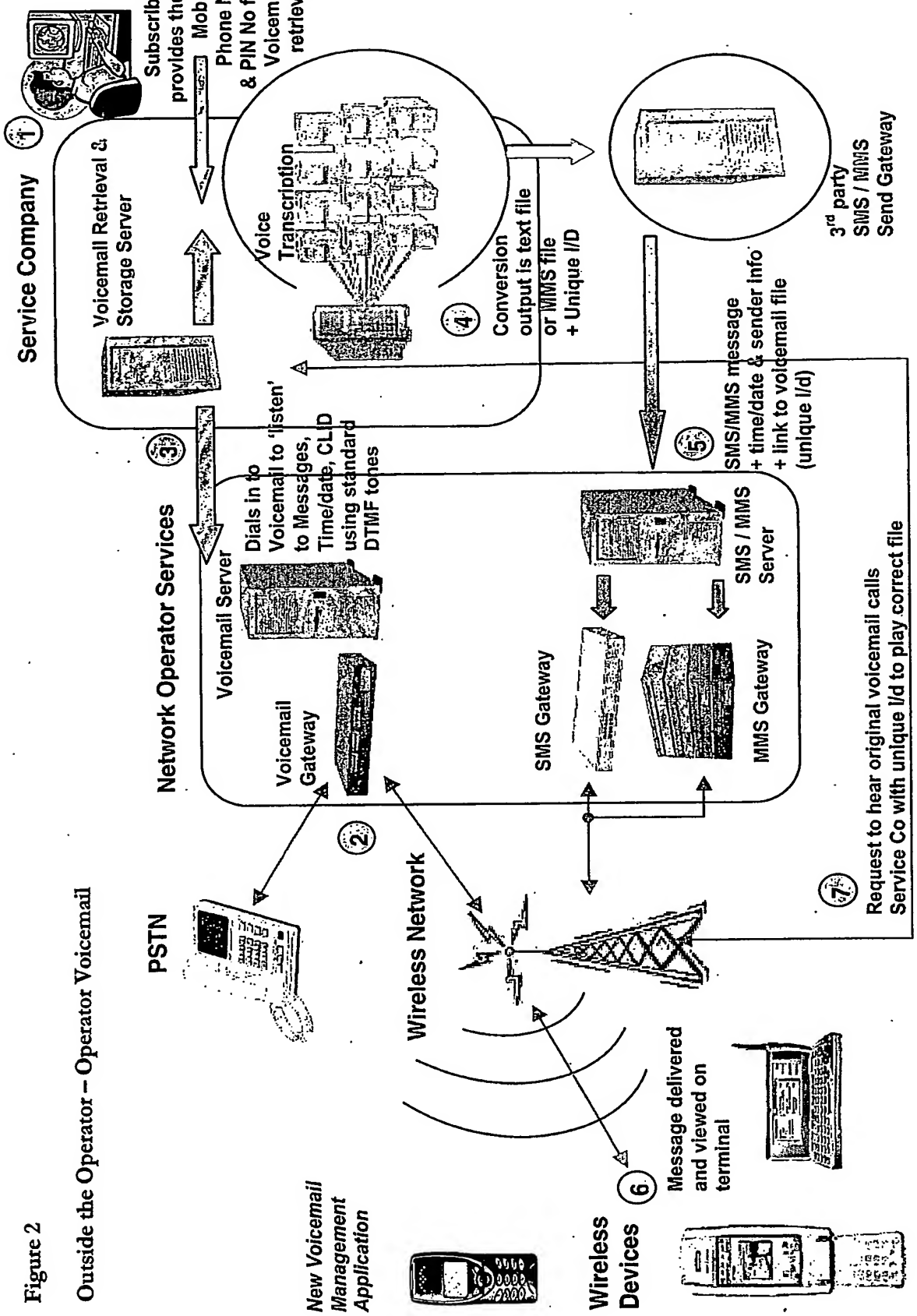



Figure 2

Outside the Operator – Operator Voicemail

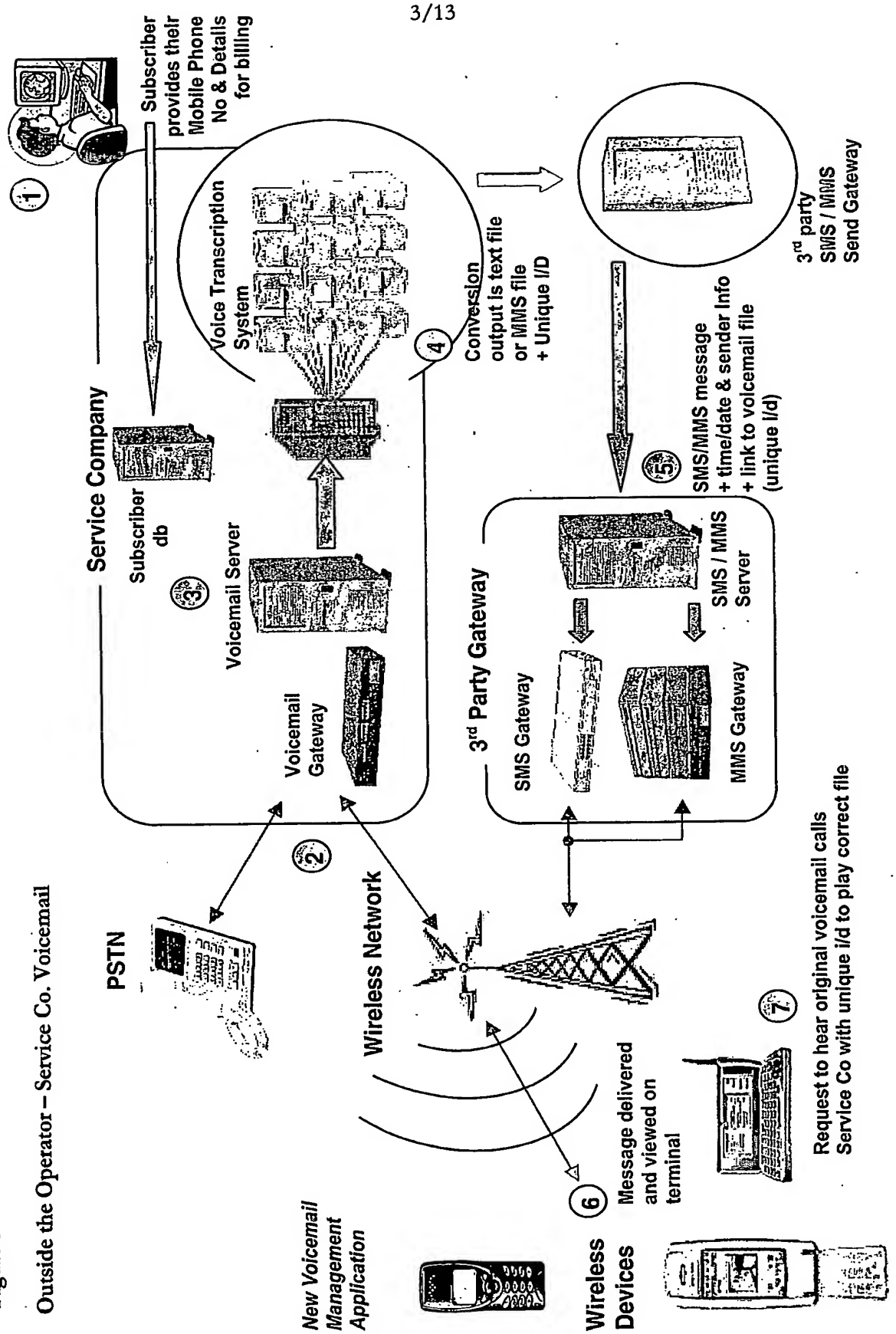



Figure 3

Outside the Operator – Service Co. Voicemail

Figure 4 Homer Simpson

Figure 5 Julius Caesar

Figure 6

**Fri 12 May, 17:20**
I'll see you tonight for dinner at the Langham say 8pm. Don't forget the contract. Cheers

**Options**
**Back**

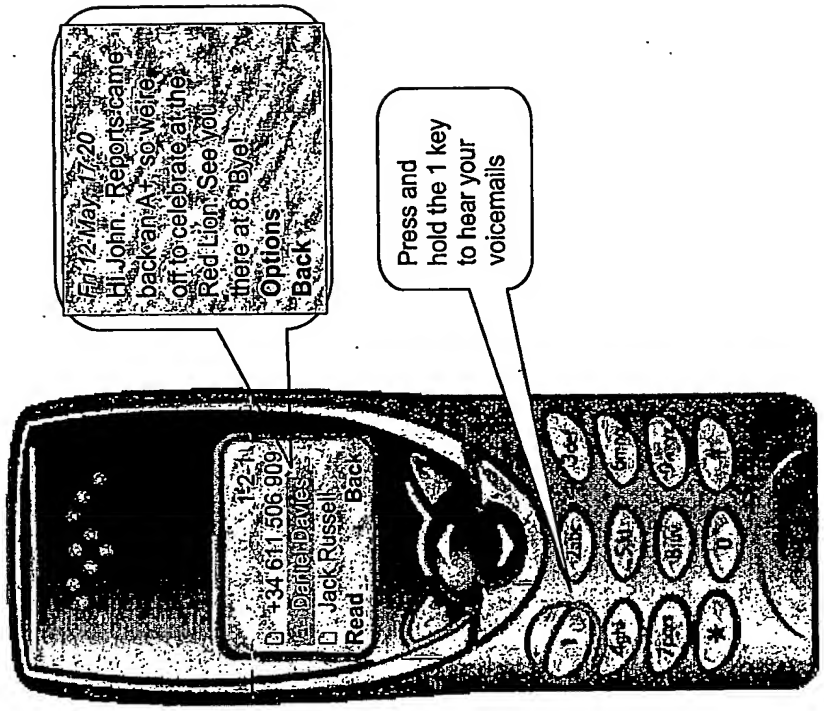

Fr 12 May 17:20
Hi John - Reports came backran A+ so we're off to celebrate at the Red Lion. See you there at 8. Bye!
Options
Back
Press and hold the 1 key to hear your voicemails
Jack Russell
Read
Back

Figure 7

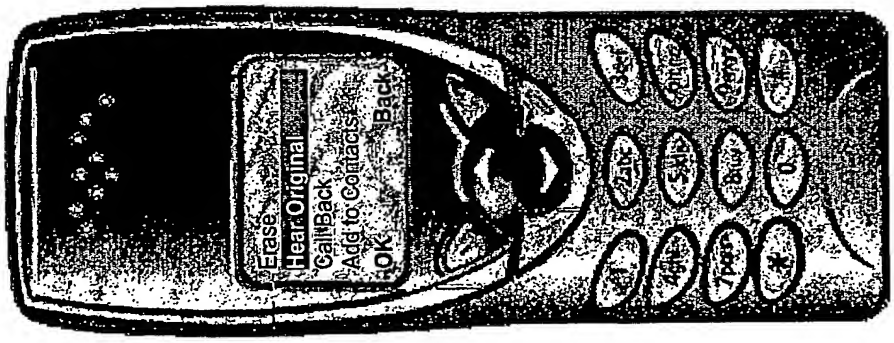



Figure 8

Figure 9C

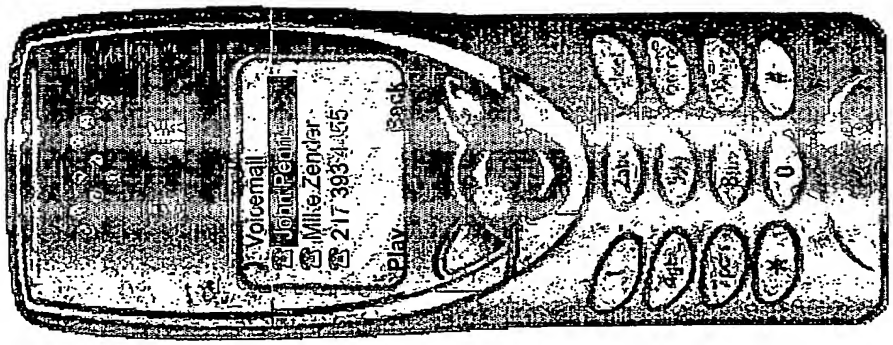



Figure 9B

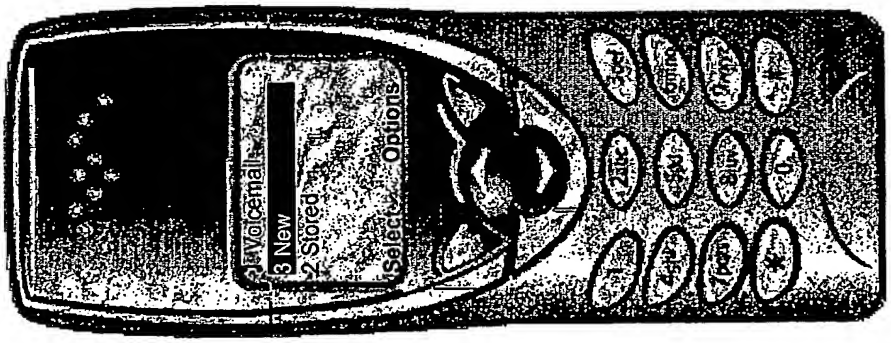
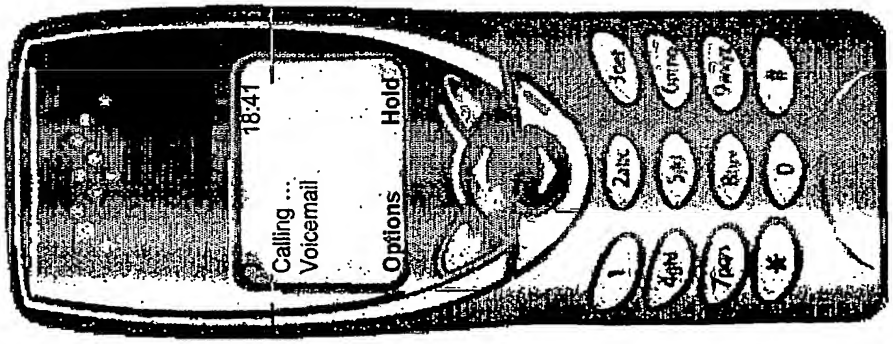



Figure 9A



Tue 5:47:30pm
1 Erase 2 Next
3 FFW 4 REW
5 Prev 6 Call back
Pause Options

Figure 9D

Figure 10

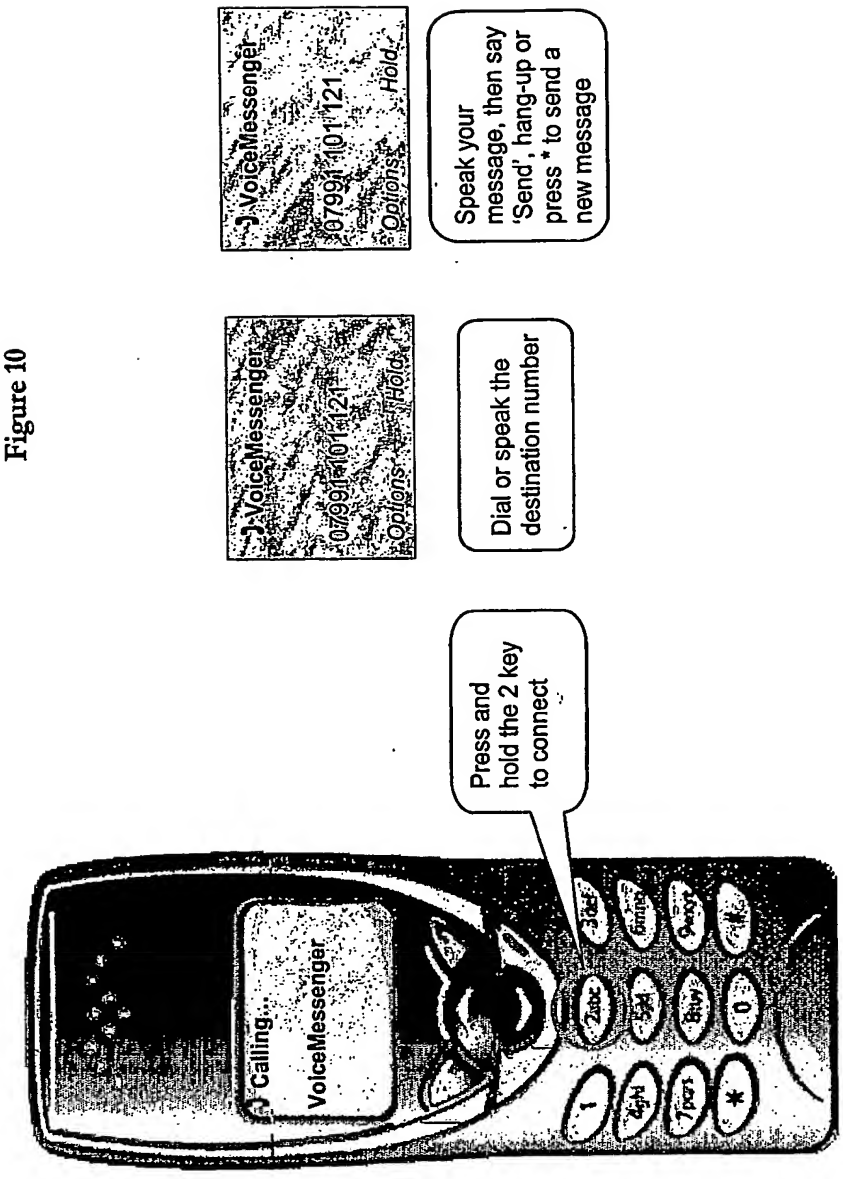
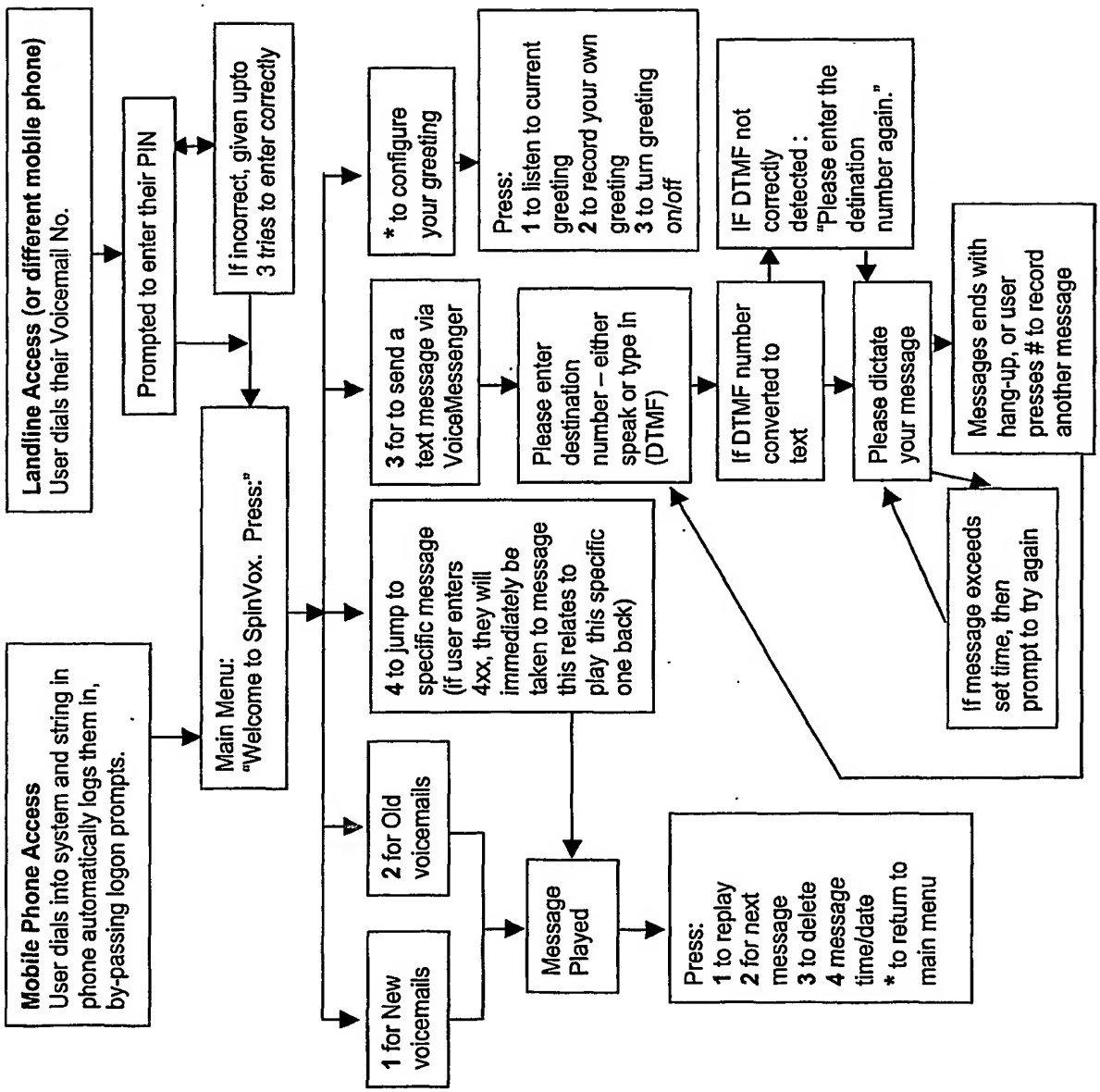

Press and hold the 2 key to connect
Dial or speak the destination number
Speak your message, then say 'Send', hang-up or press * to send a new message
Calling...
VoiceMessenger
07991 101 121
Options
Hold
VoiceMessenger
07991 101 121
Options
Hold
VoiceMessenger
07991 101 121
Options
Hold

Figure 11


Mobile Phone Access
User dials into system and string in phone automatically logs them in, by-passing logon prompts.
Landline Access (or different mobile phone)
User dials their Voicemail No.
Prompted to enter their PIN
If incorrect, given upto 3 tries to enter correctly
Main Menu:
"Welcome to SpinVox. Press:"
1 for New voicemails
2 for Old voicemails
3 for to send a text message via VoiceMessenger
4 to jump to specific message (if user enters 4xx, they will immediately be taken to message this relates to play this specific one back)
* to configure your greeting
Press:
1 to listen to current greeting
2 to record your own greeting
3 to turn greeting on/off
Please enter destination number – either speak or type in (DTMF)
If DTMF number converted to text
IF DTMF not correctly detected :
"Please enter the detination number again."
Please dictate your message
Messages ends with hang-up, or user presses # to record another message
If message exceeds set time, then prompt to try again
Message Played
Press:
1 to replay
2 for next message
3 to delete
4 message time/date
* to return to main menu

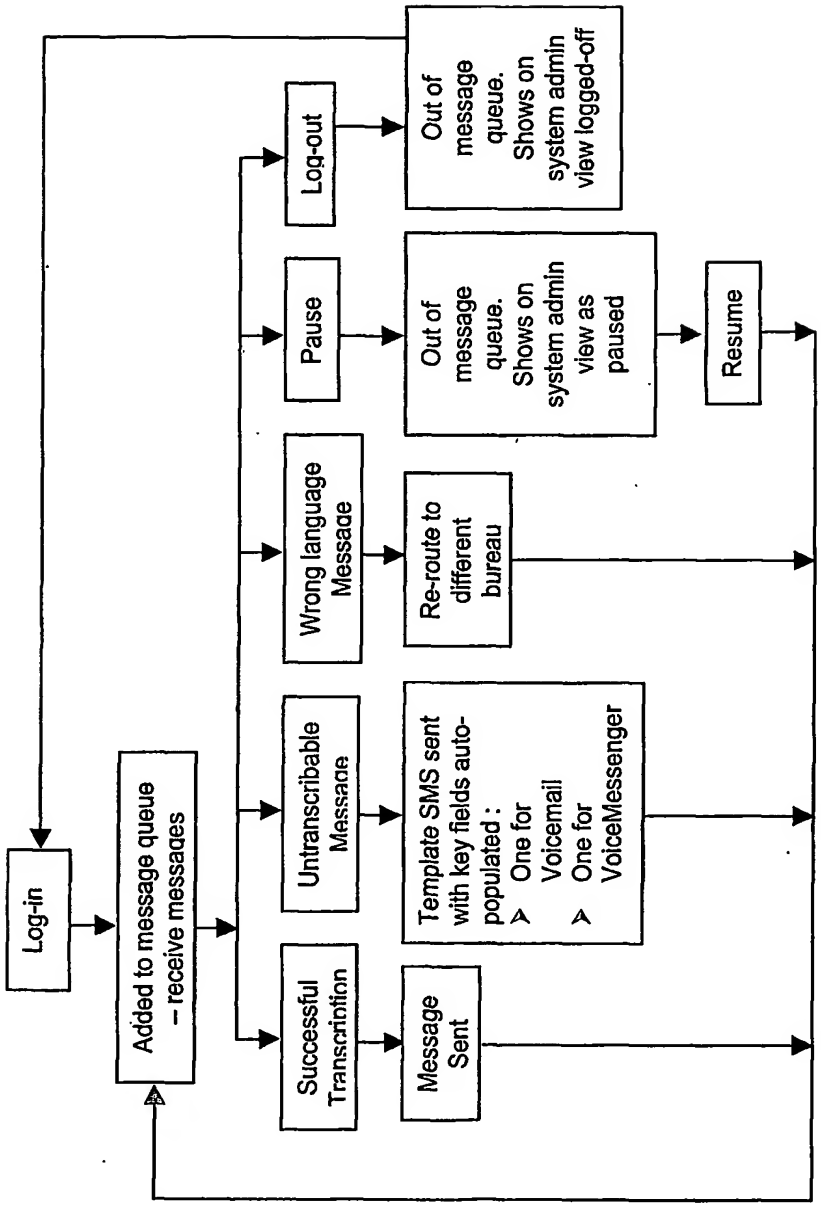
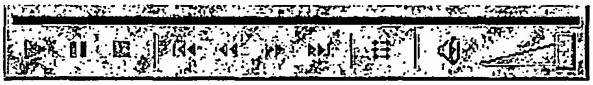

Log-in
Added to message queue – receive messages
Successful Transcription
Untranscribable Message
Wrong language Message
Pause
Log-out
Message Sent
Template SMS sent with key fields auto-populated :
One for Voicemail
One for VoiceMessenger
Re-route to different bureau
Out of message queue. Shows on system admin view as paused
Out of message queue. Shows on system admin view logged-off
Resume

Figure 12

Figure 13

| | | |
|---|---|---|
| **Transcribe Assistant** | | |
| Currently logged in as: | **Angelina** | Logout<br>Pause |
| **Message Type**<br>**VoicemailView**<br>VoiceMessenger | | |
| Arrived: | **25/12/2003 14:15:20** | **16 secs** |
| | | |
| **Message:** | *[Type message in here]* | |
| | Character Count : 0 | |
| | Send Untranscribable<br>Reroute French – Paris bureau | |

Figure 14

| | | |
|---|---|---|
| **Transcribe Assistant** | | |
| Currently logged in as: | **Angelina** | Logout<br>Pause |
| **Message Type**<br>**VoicemailView**<br>**VoiceMessenger** | | |
| Arrived: | **25/12/2003 14:15:20** | **16 secs** |
| |  | |
| **To Tel No.:** | *[Type in destination phone number, or auto-populated if DTMF tones detected (or VR in place in V2)]* | |
| **Message:** | *[Type message in here]* | |
| | Character Count : 0 | |
| | Send Untranscribable<br>Reroute French – Paris bureau | |